



EISENHOWER MEDICAL CENTER



Eisenhower Medical Center

Annual Report and Plan for Community Benefit Fiscal Year 2017 (July 1, 2016 – June 30, 2017)

Submitted to:
Office of Statewide Health Planning and Development
Healthcare Information Division
Accounting and Reporting Systems Section
Sacramento, California

Contents

| | |
|---|----|
| About the Organization | 2 |
| Mission | 3 |
| Vision | 3 |
| Supporting Commitments | 4 |
| Eisenhower Medical Center Board of Trustees | 4 |
| Our Community | 5 |
| Priority Health Needs | 7 |
| Community Benefit Services Summary FY17 | 9 |
| Financial Summary of Community Benefit | 15 |
| Community Benefit Plan FY18 | 16 |

About the Organization

Eisenhower Medical Center is a dynamic, progressive health care complex comprised of a 463-bed hospital, the Annenberg Center for Health Sciences at Eisenhower, and the Barbara Sinatra Children's Center at Eisenhower in addition to its outpatient facilities in Palm Springs, Cathedral City, Palm Desert, Rancho Mirage and La Quinta. The Betty Ford Center is also located on the main Eisenhower campus.

Dedicated in 1971, Eisenhower Medical Center is named in honor of President Dwight D. Eisenhower, who lived part time in the Coachella Valley during his retirement. As the valley's only nonprofit hospital, Eisenhower Medical Center has provided high quality, compassionate care for more than 45 years through a full range of state-of-the-art diagnostic, treatment and emergency facilities. Eisenhower is an accredited teaching hospital, with a School of Graduate Medical Education training new physicians in the specialties of family medicine and internal medicine as well as a fellowship program in sports medicine. Eisenhower Medical Center has established health centers in Palm Springs, Cathedral City, Rancho Mirage, Palm Desert and La Quinta to serve the health needs of a diverse population.

In 2017, Eisenhower Medical Center was one of a select group of 302 health care facilities nationwide to be named Leaders in LGBTQ Healthcare Equality. Facilities awarded this title meet key criteria for equitable care, including non-discrimination policies for LGBTQ patients and employees, a guarantee of equal visitation for same-sex partners and parents, and LGBTQ health education for key staff members.

Centers of Excellence at Eisenhower Medical Center provide award-winning, comprehensive care for patients who require these specialized services.

- The Eisenhower Smilow Heart Center's services include Atrial Fibrillation Program, accredited Chest Pain Center, and Cardiac Rehabilitation.
- The Eisenhower Lucy Curci Cancer Center's services offer the Eisenhower Schnitzer/Novack Breast Center, Bighorn Radiation Oncology, Eisenhower Imaging Center, Infusion Center, Cancer Support Services and the Cancer Resource Center.
- The Eisenhower Neuroscience Institute includes neurological surgery, Neurology, Spine, Stroke Program, Radiosurgery, and Alzheimer's/Memory Assessment Center.
- The Eisenhower Orthopedic Center of Excellence offers a full array of orthopedic services, including the Eisenhower Orthopedic Health Center. The Center utilizes robotic surgery and offers services such as our Hand Clinic, Rehabilitation Services and the Balance Institute.

Eisenhower Medical Center includes:

The Annenberg Center for Health Sciences at Eisenhower is a nationally-accredited nonprofit continuing education center. The Center hosts continuing medical education with the goal of

preventing and managing illness, improving the delivery of health care, and increasing the professional and public understanding of medical issues. The Center's reach extends through its national activities and through weekly Grand Rounds and Tumor Conference lectures, which benefit the Coachella Valley physicians and provide them with the latest in best practices and scientific evidence. The Center annually reaches tens of thousands local residents, hosting the Eisenhower Indian Wells Center for Healthy Living community outreach education courses where valley residents can learn the latest health care information. The Rancho Mirage Speakers' Series also takes place each year at the Annenberg Center.

At the nonprofit Barbara Sinatra Children's Center, victims of sexual, physical and emotional abuse receive the care, respect and counseling they deserve regardless of a family's ability to pay for services. Through a variety of comprehensive programs and working closely with the District Attorney's Office, Child Protective Services and other agencies, the Barbara Sinatra Children's Center plays a leadership role in restoring hope, healing and trust to victims of abuse.

Also located on the Eisenhower main campus is the Betty Ford Center, which is committed to providing effective alcohol and other drug dependence treatment services to women and men 18 years and older. Founded in 1982, the Center is a licensed 100-bed recovery hospital. All aspects of drug and alcohol dependency are addressed in residential, outpatient, family and children's programs. Since the Betty Ford Center considers the disease of addiction to alcohol and other drugs as a family illness, the Center emphasizes the importance of having family members and significant friends attend the five-day Family Program. The Center is committed to maintaining the high-quality, cost effective care so needed by those whose lives have been affected by alcohol and other drugs.

Mission

Eisenhower Medical Center, a not-for-profit organization, exists to serve the changing health care needs of our region by providing excellence in patient care with supportive education and research.

Vision

Our Vision Will Be Realized When:

- Patients, family and friends acknowledge their experience as "ideal patient care."
- Employees and volunteers look forward to coming to work each day.
- Donors tell friends and neighbors that gifts to Eisenhower Medical Center are among the best decisions they have ever made.
- Eisenhower attracts and retains high quality physicians and our physicians voice their pride in being members of the Eisenhower medical staff.
- The Community views Eisenhower as a strong and indispensable resource.

Supporting Commitments

- **Growth** - Inpatient and outpatient volumes are steadily increasing.
- **Clinical Excellence** - Ensure that measured outcomes meet/exceed agreed upon expectations. Evidence based clinical practice policies, procedures, and other standards are practiced 100% of the time. Tests, treatments and procedures are thoroughly explained to patients and are understood. Patients, visitors and donors are always safe from harm and prefer Eisenhower because of its high quality.
- **Courtesy and Caring** - Staff always practice good manners, are friendly, polite, and emotionally sensitive to each individual whether patient, family, visitor or fellow employee.
- **Partners** - Medical Staff, volunteers and employees are committed and highly engaged. Leadership and the staff are constantly striving for professional growth and applying that new knowledge to innovate and continuously improve direct patient care and other supporting systems and procedures.
- **Healing Environment** - A supportive setting is developed and maintained that embraces the physical, emotional, and spiritual aspects of health and healing.
- **Efficiency and Resource Stewardship** - Services are provided efficiently and effectively with a minimum of waste.

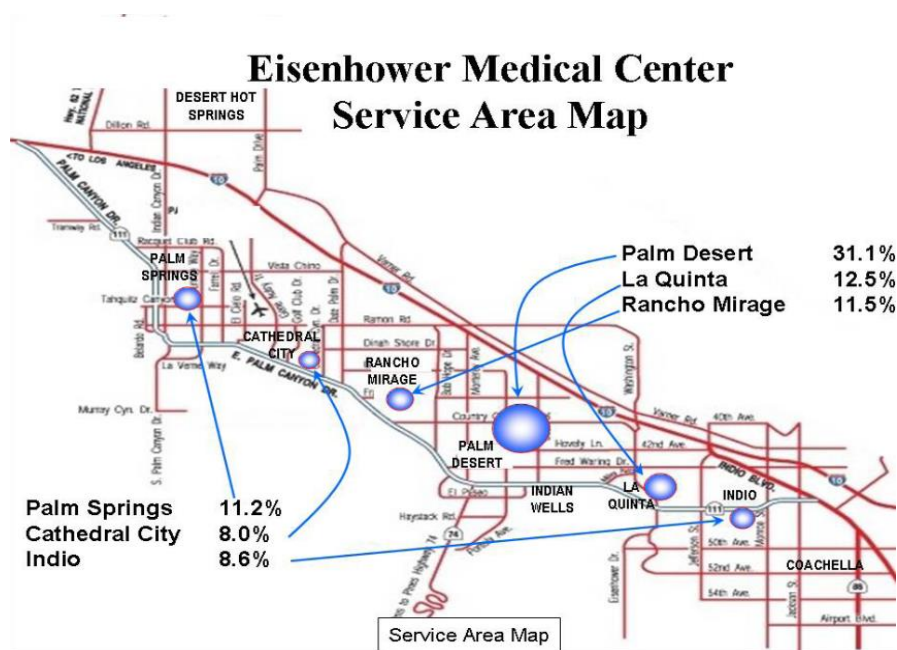
Eisenhower Medical Center Board of Trustees

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|----------------------------|----------------------------|
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Our Community

Eisenhower Medical Center's hospital and main campus is located at 39000 Bob Hope Drive, Rancho Mirage, California, 92270. The service area includes 15 ZIP Codes, representing 11 cities in Riverside County. The hospital service area is presented below by community and ZIP Code.

| Geographic Area | ZIP Code |
|--------------------|--------------|
| Cathedral City | 92234 |
| Coachella | 92236 |
| Desert Hot Springs | 92240, 92241 |
| Indian Wells | 92210 |
| Indio | 92201, 92203 |
| La Quinta | 92253 |
| North Palm Springs | 92258 |
| Palm Desert | 92211, 92260 |
| Palm Springs | 92262, 92264 |
| Rancho Mirage | 92270 |
| Thousand Palms | 92276 |



The population of the Eisenhower Medical Center service area is 405,228. Children and youth, ages 0-17, make up 23.8% of the population, compared to 27.2% for the County; 55.3% are adults, ages 18-64; and 20.9% of the population are seniors, ages 65 and over, which is significantly higher than the 12.5% found countywide. The median age in the service area is 41.5. 50.5% of the residents are Hispanic; 42.2% of the population is White; 2.9% are Asian; 2.5% are African American; and 1.8% are American Indian/Alaskan Native, Hawaiian/Pacific Islander other or multiple race/ethnicity.

The Eisenhower Medical Center service area has a higher rate of poverty than Riverside County or the state, with 19.5% at or below 100% of the federal poverty level (FPL) versus 16.9% for the county and 16.4% for California. This is mirrored in the percentage of the population below 200% FPL, with the service area being higher (44.2%) than Riverside County (39.2%) and the state (36.4%). A view of poverty by ZIP Code shows that the highest rates of poverty are found in Coachella and Desert Hot Springs 92240 (31.1%), Indio 92201 (26.8%), and Desert Hot Springs 92241 (23.9%) and 30.4% of children in the service area live below the poverty level. The median household income ranges from \$25,707 in North Palm Springs to \$83,269 in Indian Wells.

Among adults, ages 25 and older, 20.3% lack a high school diploma; this is equivalent to the county rate of 20.2%. 23.9% of service area adults are high school graduates and 31.8% are college graduates. The high school graduation rate for Coachella Valley Unified School District (78.3%) is lower than the county (85.2%), and state (81%). This district does not meet the Healthy People 2020 objective of 87% high school graduation rate.

Community Health Needs Assessment

Eisenhower Medical Center completed a Community Health Needs Assessment (CHNA) in 2016 as required by state and federal law. California Senate Bill 697 and the Patient Protection and Affordable Care Act and IRS section 501(r)(3) direct tax-exempt hospitals to conduct a Community Health Needs Assessment and develop an Implementation Strategy every three years.

Eisenhower uses the Community Health Needs Assessment to make decisions about its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. This assessment incorporates components of primary data collection and secondary data analysis that focus on the health and social needs of the hospital service area.

The CHNA examined up-to-date data sources for the service area to present community demographics, social and economic factors, health care access, birth characteristics, leading causes of death, chronic disease, and health behaviors. When applicable, these data sets were presented in the context of California and compared to the Healthy People 2020 objectives.

An online survey was used to gather information and opinions from persons who represent the broad interests of the community served by the hospital. Sixty-four (64) surveys were completed from January 20 to March 8, 2016. Survey participants included individuals who are leaders and representatives of medically underserved, low-income, and minority populations, or local health or other departments or agencies that have current data or other information relevant to the health needs of the community served by the hospital facility.

Priority Health Needs

Significant health needs were prioritized with input from the community. A survey with community stakeholders was used to gather input on the significant health needs. In addition to gathering participant perceptions of the significant health needs, two open-ended questions were asked to provide the participants' perspectives on priority issues. The first question was, "What are the major health issues affecting individuals in the Coachella Valley community?" and the second was, "What health or social services are most difficult to access or are missing in the Coachella Valley community?"

Participants were asked to use quantitative rating scales to prioritize each of the health issues; the four scales measured perceptions of the importance of addressing the issue, the severity of the consequences of each issue, the adequacy of the existing resources to address each issue, and the overall trend of the issue over time. The importance scores from the community stakeholder interviews resulted in the following prioritization of the significant health needs:

1. Mental health
2. Substance abuse
3. Access to care

4. Diabetes
5. Overweight/obesity
6. Dental care
7. Cancer
8. Cardiovascular disease
9. Teen pregnancy
10. Safety/violence
11. STD/HIV
12. Environmental health
13. Asthma/lung disease

The complete Community Health Needs Assessment report and the prioritized health needs can be accessed at: <https://www.emc.org/about-us/community-health-needs-assessment/>.

Community Benefit Services Summary FY17

Community benefit services promote health and healing and are focused on addressing the identified unmet health needs of the community. For a program or service to be considered a community benefit it must: improve access to health care; or enhance the health of the community; or advance medical or health care knowledge; or reduce the burden of government or other nonprofit community efforts. In FY17, Eisenhower Medical Center provided community benefit activities and programs within its service area that reached over 18,400 persons. A summary of these activities follows.

Community Health Improvement Services

Activities carried out to improve community health, available to the public, which address a community need.

Community Health Education

Community health education was made available to the community at no cost or for a nominal fee. Education programs focused on seniors, persons at risk for or suffering with chronic diseases, preventive care for the community at large, and vulnerable populations. Examples of activities included:

- Community health fairs
- Pre-diabetes and diabetes classes offered in English and Spanish
- Smoking cessation classes
- Insulin therapy and insulin pump classes
- Anticoagulation therapy classes
- Exercise, walking, arthritis exercise, core strengthening, Lebed® Method movement, Tai Chi, and yoga classes
- Lunch and Lose healthy eating education and support offered with healthy lunch options
- The Barbara Sinatra Children's Center offered parenting classes in English and Spanish
- Child Abuse Awareness and Prevention activities provided by the Barbara Sinatra Children's Center
- Health education lectures offered throughout the year on a variety of topics, including: cancer, bariatric weight loss, arthritis, nutrition, lung disease, breastfeeding, childbirth preparation, medications management, heart failure, allergies, sleep, pain management, lymphedema, osteoporosis, and others
- Weekly interviews with health professionals on a variety of health-related topics presented on local radio and TV stations
- Cancer lecture series, roundtable discussions and informational outreach, including the Look Good Feel Better program
- Fall prevention and balance classes
- Mental health education

- Community support events focused on the health of the community, including (but not limited to): the National Alliance on Mental Illness (NAMI) Walks, Mental Health Arts Festival, American Cancer Society Luminaria ceremony, Paint El Paseo Pink (breast cancer awareness), AIDS walk, Day of Hope for Diabetes, National Transgender HIV+ Testing Day, and Cancer Awareness Day.
- *Healthy Living* magazine was mailed to service area residents to notify the community of services offered at the hospital and in the community. The information was also posted on our website and available at all of our locations.
- Support groups for community residents and family members/caregivers. These included:
 - Adults Molested as Children
 - Alzheimer's Disease/Dementia Caregivers
 - Bariatric Surgery
 - Behavioral Health
 - Bereavement
 - Breast Cancer
 - Breathe Better
 - Cancer and Caregivers
 - Diabetes/Pre-Diabetes/Type I Diabetes
 - Insulin Therapy
 - Living with Heart Failure
 - Myeloma
 - Optimizing Insulin Pump Therapy
 - Osteoporosis
 - Ostomy
 - Prostate Cancer
 - Pulmonary Fibrosis
 - Stroke and Speech
- Public health education in the media and community health awareness events to encourage healthy behaviors and improve preventive practices.

Community-Based Clinical Services

- Free health care screenings held in the community included: screenings for balance, senior wellness screenings, body fat testing, breast self-exam, and blood pressure screening.

Health Care Support Services

- Transportation support for vulnerable persons needing access to cancer care
- Nutrition consultation with Registered Dietitians
- Consultations with Ostomy Nurses

- In partnership with the American Cancer Society program, we offer a Wig Bank. An American Cancer Society volunteer distributes free wigs.

Health Professions Education

Education programs for physicians, medical students, nurses, nursing students, and other health professionals.

Professional Health Education

The Annenberg Center for Health Sciences at Eisenhower offers training and continuing education to community physicians, nurses and other health professionals through a number of workshops and conferences.

Graduate Medical Education

Eisenhower Medical Center has Family Medicine Residency and Internal Medicine Residency Programs. The Residency Programs were accredited in 2013 and have 61 residents. In FY17, Eisenhower undertook the process of seeking ACGME accreditation for an Emergency Medicine residency program. This program will launch in FY19. Eisenhower also offers a one-year primary care sports medicine Fellowship.

Eisenhower Medical Center is committed to providing an organized program in Graduate Medical Education that includes community volunteer activities. A key element of this commitment includes providing support to our local communities' underserved populations. We do this through support of health clinics in the Riverside County System, including Borrego Community Health Foundation, Family Clinic in Cathedral City, California. The Borrego Medical Clinic provides comprehensive health care services to all segments of the community's population. Programs are available for all ages, regardless of ability to pay.

Another key program is the Coachella Valley Volunteers in Medicine, which is a non-profit medical and dental clinic serving low-income, uninsured families and individuals in the Coachella Valley. The clinic is open Tuesday through Saturday and is staffed with volunteers. Doctors and other staff from the two residency program contribute volunteer hours to the health centers.

Eisenhower Medical Center routinely hosts medical students from the University of California, San Diego, University of California, Riverside, University of Southern California Keck School of Medicine and Loma Linda University School of Medicine where we have established affiliation agreements. Third and fourth year medical students rotate each month through Eisenhower clerkships. The clerkship rotations that are available are: emergency medicine, family medicine, geriatrics, HIV, cardiology, hospitalist, medical informatics, nephrology and ambulatory internal medicine.

Nursing Education

Eisenhower has a partnership with universities and colleges to provide staff-precepted clinical education for LVN, RN students, MSN students and nurse practitioners. This year, 139 student nurses were precepted by Eisenhower nursing staff.

Eisenhower Medical Center has a Sexual Assault Response Team (SART) Program. Sexual Assault Nurse Examiner (SANE) training is offered at Eisenhower.

Other Health Professions Education

Other health professionals are educated and perform their clinical hours and/or internship rotations at Eisenhower. Students are directly supervised by Eisenhower staff in Occupational Therapy, Physical Therapy, Surgery, Radiology/Ultrasound, and Health Information Management. There were more than 68 students educated this past fiscal year.

Eisenhower's School of Medical Technology is accredited by the National Accreditation Agency for Clinical Lab Sciences as a site for post-graduate training for clinical laboratory science. Four students received full time training in the clinical laboratory.

In addition to being a clinical site for student precepting, Eisenhower provides opportunities for clinical observation, including access to paramedics to observe heart catheterizations and surgical technicians to observe surgical procedures.

Eisenhower also provided training and continuing education to community physicians, medical residents, nurses, therapists, and other health professionals through a number of different avenues including lectures and conferences hosted at our facility. The education topics included: psychopharmacology, Transcranial Magnetic Stimulation, ethics and stroke management, among others.

Subsidized Health Services

Subsidized services are clinical programs that are provided to meet an identified community need and are provided despite a financial loss to the organization. The services meet a community need and if not offered would be unavailable in the area or become the responsibility of the government or another non-profit organization. In compliance with regulations, subsidized health service expenses are reported after removing expenses for financial assistance (charity care), Medi-Cal shortfalls and bad debt.

Eisenhower Memory Care Center – Adult Day Center

The Memory Care Center is an adult day center providing a much needed alternative for many frail adults and their families. The Eisenhower Memory Care Center offers both respite for the caregiver and the chance for the individual member to develop skills and explore new interests. The center is designed to:

- Maximize members' health and independence through therapeutic activities.
- Encourage friendships to flourish, minds to be stimulated and independence to be celebrated.

The following activities and services are provided:

- Scheduled weekday attendance at the Center
- Personal care and bathing assistance
- Referrals to other community services
- Family support groups
- Financial assistance for membership
- Meals (full lunch and two snacks)

Research

Research is the study or investigation to generate generalizable knowledge made available to the public. Research includes the communication of findings and observations, including publication in a journal. Clinicians at Eisenhower Medical Center continue to participate in groundbreaking research, including: interventional cardiology, orthopedics, novel biotherapies in oncology, targeted therapies based on the molecular profile of cancer, early detection of cancer through specialized imaging, drugs aimed at improving survival of HIV patients, and use of integrative therapies to reduce side effects related to cancer treatment.

Participation in cancer research is an important commitment of Eisenhower Lucy Curci Cancer Center in its mission to provide the best cancer treatment. Eisenhower Medical Center has affiliated with UC San Diego Moores Cancer Center and Stanford Cancer Center to offer National Cancer Institute-endorsed phase II and III, multi-center, randomized, clinical trials.

In compliance with Federal regulations, research expenses made possible by grants and other philanthropic support are reported after applying the restricted research specific offsetting funding revenue.

Cash and In-Kind Contributions

Funds and in-kind services are donated to community groups and non-profit organizations. Eisenhower provides in-kind donations of meeting space for nonprofit organizations and community groups. Contributions are made to nonprofit organizations that support community benefit efforts.

Eisenhower continued its tradition of providing four high school seniors with educational scholarships. Additionally, in FY17, Eisenhower donated medical supplies to IMAHelps to support its medical humanitarian outreach efforts.

Community Building Activities

Eisenhower participates in activities that support community assets by offering the expertise and

resources of the hospital. These activities may address the root causes of health problems or the determinants of health, such as education, homelessness, poverty and environmental concerns.

Community Support

Staff members at Eisenhower Medical Center are active community members. They participate in and hold leadership positions in community agencies and serve on community boards.

Coalition Building and Advocacy

Hospital representatives serve on a number of local, regional and state level organizations and committees that address health improvement and support professional health organizations.

Workforce Development

The staff provides education to students at local schools regarding career opportunities in health care. Eisenhower Medical Center participates in a job shadow program with local high schools and their Health Care Academies supported by the Coachella Valley Economic Partnership (CVEP) Career Pathways Initiative. Career Exploration Tours gave high school students the opportunity to tour various departments at Eisenhower, introducing students to health care career options. The program brings students to the Annenberg Center for Health Sciences, where a registered nurse explains the various duties performed by nurses. Students then visit a variety of hospital departments where they learn about a health care career and are given equipment demonstrations and an explanation of how the equipment is used with different patients. Tours conclude with a presentation by the human resources department with information presented about job applications, job preparation and Eisenhower's Junior Volunteer program.

Financial Summary of Community Benefit

Economic value and categorization of community benefit provided in FY17

| Community Benefit Categories | | Net Benefit |
|------------------------------|--|---------------------|
| 1. | Charity care ¹ | \$533,975 |
| 2. | Unpaid costs of Medi-Cal ² | \$39,908,841 |
| 3. | Education and research ³ | \$2,540,616 |
| 4. | Other for the broader community ⁴ | \$1,493,860 |
| | Total quantifiable community benefit less unpaid cost of Medicare | \$44,477,292 |
| 5. | Unpaid costs of Medicare ² | \$29,273,172 |
| | Total quantifiable community benefit | \$73,750,463 |

¹Charity Care - Includes traditional charity care write off to eligible patients at reduced or no cost based upon the individual patient's financial situation.

²Unpaid costs of public programs include the difference between costs to provide a service and the rate at which costs are determined based on the overall cost to charge ratio. This total includes the Hospital Provider Fees (HPF) paid to the State of California.

³ Costs related to the health professions education programs and research that the hospital sponsors.

⁴ Includes non-billed activities, such as community education, screenings, support groups and health support services. Also includes community benefit operations, cash and in-kind donations.

Community Benefit Plan FY18

Eisenhower Medical Center continues to address the identified health needs in our service area through our community benefit commitment. As a result of the 2016 Community Health Needs Assessment process, priority health needs were identified that the hospital addressed through its Implementation Strategy. Our programs address the following access to care priority health needs:

1. Access to health care
2. Chronic diseases (asthma, cancer, cardiovascular disease, diabetes, HIV/AIDS)
3. Preventive care

The Implementation Strategy developed from the 2016 Community Health Needs Assessment, spans the period 2017-2019. Eisenhower continues to meet the identified priority health needs through a commitment of resources with the following programs and services.

Education and Outreach

Eisenhower Medical Center will continue to offer a structured program of health education and outreach to the greater Coachella Valley. We will provide health education and support groups that focus on a variety of topics related to health and wellness, chronic disease management, aging and health access.

Access to Health Care

Resources Identified to Meet the Need:

- Health Professionals Education: School of Graduate Medical Education
- Primary care availability
- Financial assistance
- Transportation support

Chronic Diseases

Resources Identified to Meet the Need:

- Health education, screening and treatment resources
- Support groups
- Nutrition consultation
- Financial support to community organizations to address chronic diseases

Preventive Practices

Resources Identified to Meet the Need:

- Health Education, promotion and wellness services
- Healthy Living Resource Center
- Eisenhower Rehabilitation Services
- Free health screenings

- Support groups
- Financial support to community organizations to support preventive health services

Community Partnerships

Eisenhower Medical Center is committed to engaging with community organizations to address the identified community health needs. We will maintain our current partnerships as we explore opportunities to engage with new partners.

Impact

We will monitor and evaluate the programs and activities outlined above. The hospital anticipates that the actions taken to address significant health needs will improve health knowledge, behaviors, and status; increase access to care; and help support good health. Our reporting process includes the collection and documentation of tracking measures, such as the number of people reached/served and collaborative efforts to address health needs. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled Community Health Needs Assessment.

Contact Information

Address of Hospital Facility

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39000 Bob Hope Drive
Rancho Mirage, California, 92270

Web Address

www.emc.org

Community Benefit Contact

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